

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: AUGUST 31, 2016
CLOSING DATE: SEPTEMBER 20, 2016

DEPARTMENT: Library District

POSITION: I.T. Support Specialist

LOCATION: Globe or Payson

JOB CODE: 16-081

ANNUAL SALARY: \$41,796-\$46,812 DOE

PURPOSE OF THE JOB

The purpose of this position is to facilitate the functions of the IT system for end users in the County. This position assists with developing and maintaining assigned information technology systems throughout the County, including hardware and software support. The role provides user assistance and helps develop and maintain departmental applications. The position is also responsible for ordering new systems.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Provides user support for hardware and software related problems.	40%
• Installs and configures new computer systems throughout County.	30%
• Tracks and responds to service tickets in help desk system.	10%
• Recommends and orders new computer systems for County departments.	10%
• Assists with troubleshooting and resolving network connectivity issues.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position reviews, edits and provides recommendations on department level budget.

PROJECT RESPONSIBILITIES

Initiates, communicates and reviews technology projects.

ORAL COMMUNICATION DUTIES

This position trains colleagues and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, emails and proposals.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Consistently (More than 40% but less than 55% in a year)

MINIMUM EDUCATION REQUIRED

Associates Degree in Information Technology or related field.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Five (5) years directly related experience; or equivalent combination of education, training, and experience.

PROFESSIONAL CREDENTIALS REQUIRED/PREFERRED

None

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KNOWLEDGE REQUIRED

Telecommunication technology, information technology, computer systems and computer networking.

SKILLS REQUIRED

Active listening, communicating diplomatically, customer service, problem recognition, problem solving, troubleshooting, installing / repairing and multi-tasking.

ABILITIES REQUIRED

Solve problems sensibly and swiftly, solve problems using deductive reasoning, multi-task, react in a calm and timely manner and maintain calm demeanor in stressful situations.

PHYSICAL DEMANDS

- Routinely stands to attend to customers.
- Routinely sits to complete report.
- May be required to lift work related materials, equipment or tools up to 75 lbs.
- Regularly requires dexterity for keyboard operation.
- Incumbents in this position may be required to walk to and from work sites; routinely bend, crawl and kneel.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment; occasionally spends time in computer server room(s).

SAFETY RISK EXPOSURE

Incumbents in this position may become exposed to telephone verbal abuse by customers or citizens and electrical hazards.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.